

QUALITY CONTROL QUESTIONS & ANSWERS

(Notes include references and additional information)

	QUESTIONS	ANSWERS	NOTES
1.	QC will contact the _____ if there is a conflict of information on the SOLQ and Bendex.	Social Security Administration Office	QC clears up all discrepancies. If not, the case is dropped.
2.	If the C/S she pays a mortgage, QC will also ask her about what expenses?	Taxes & Insurance	These are expenses that accompany mortgages.
3.	C/S her father pays all of her utility expenses. In what circumstance will QC still allow the SUA?	Receipt of LIEAP at the current residence within the past 12 months.	The household is eligible for the SUA if the household receives LIEAP at the current address in the past 12 months, regardless of whether the FNS unit has any expenses.
4.	Caseworker documents that the base period income is not used because it is not representative. Is this acceptable documentation? Explain your answer.	No, additional documentation is needed.	The CW needs to state why the income is not representative.
5.	Does QC verify almost everything even though it is not necessary according to FNS policy?	Yes, QC verifies almost everything.	QC uses the QC Handbook & Federal Regulations regarding this. There are exceptions to the rule (i.e. c/s conflicts with the AP s statement regarding child support).
6.	How are QC cases selected for review?	Cases are randomly selected.	This is Federal policy. QC does not get to choose which cases are selected for review.
7.	Does Federal QC staff review State QC cases?	Yes, Federal QC reviews State QC cases.	Federal QC randomly selects active and negative cases for their re-review. They review all dropped cases.
8.	What is one of the reasons QC data is used?	<ol style="list-style-type: none"> 1. To determine who gets bonus money. 2. Respond to inquires from policy makers; 3. Respond to inquires from the public (i.e. university students); 4. Estimate cost & participation impact of potential changes to the FNS program; 5. Generate reports & studies. 	Refer to QC handout regarding bonus money determinations.

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9.	Does QC complete property checks?	No, real property is not counted.	NC follows Work First rule regarding this; therefore, the value of real property is not counted as a resource.
10.	Caseworker documents: Base period wages are not representative. Client received a pay increase; therefore, last pay received in the month is used to project wages for the new certification period. Is this sufficient documentation?	Yes, this is sufficient documentation of income calculation.	This tells QC what you did & why.
11.	An FNSU member is disqualified for failure to comply with the E&T work requirement. What document(s) will QC look for in the record?	NCSES 2624 & 2625; DSS-8642 and 8553.	<ul style="list-style-type: none"> • NCSES 2624, Food Stamp Registration / Deregistration form • NCSES 2625, Food Stamp Employment & Training Transmittal Form • DSS,8642, Explanation of Disqualification • DSS-8553, Notice Of Adverse Action
12.	Does QC review if an application was processed timely?	Yes, this is one of the bonus criteria.	Refer to the QC handout for a complete list of the bonus criteria.
13.	QC notifies the worker that the client refused to cooperate with a QC review. How long is the client ineligible?	The client is ineligible until he cooperates or until the date provided by QC.	Section 210.13 - QC will notify you of the disqualification period as determined by the federal regulations. Also, follow policy regarding the beginning date of the disqualification.
14.	Caseworker documents telephone call to SSA, but SSA would not verify if the SSI overpayment is the client s fault; therefore, net amount used in the budget. Is this sufficient documentation for QC to count the net amount?	Yes, QC will count the net amount of SSI.	This is policy; however many workers fail to document their contact with SSA.
15.	If interest income is \$10 or less per month or \$120 or less per year, will QC also accept client s written statement, unless questionable?	No, QC will obtain bank verification.	QC often finds that interest is less than 50 per month; therefore, \$0 interest income is counted.
16.	QC cannot locate the client for an interview. Can QC drop the case?	Yes, QC can drop the case	Federal QC policy.

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17.	Does QC use the 8207 to complete QC cases?	No, QC uses the Federal QC Worksheet.	Federal form FCS 380 is used.
18.	Client applies on April 19 th and provides a pay stub received in April. The worker uses this pay stub to project wages without stating why. Will QC use April or base period wages?	QC will use base period wages.	There must be documentation justifying the worker's action not to use base period income.
19.	March is the base period month for wages, but the worker uses April wages in her projection because client received a pay increase in April. Will QC use wages received in March or April in the budget?	QC will use wages received in April.	The worker documented that April wages were representative of the client's income due to the pay increase and she used best available information in her projection.
20.	Client applies for FNS and does not qualify for expedite FNS. Do you have 30 days to process the application?	No, the FNSU must receive FNS within 30 days.	See Section 315.02.
21.	What does QC stand for?	Quality Control	
22.	Policy no longer requires this verification, but QC does often using a collateral contact to do so.	Household Composition	QC regulations require verification of the elements.
23.	True/False QC verifies recently terminated employment using the client's statement.	False, QC does not use client's statement.	QC regulations require verification of the elements.
24.	After QC interviews the client and reviews the county FNS record, he/she will alert the county of possible changes obtained about the case. This is called a _____	QC Alert	The analyst e-mails the QC alert to the county contact person and to the Program Rep for that county. For example, a QC alert is sent if the client reported changes during QC interview or if QC noticed a keying error on the 8590.
25.	Can QC select the same case more than once per year?	Yes, they can be selected more than once.	Cases are randomly selected. QC has actually selected the same case two consecutive months.
26.	Does QC provide payment accuracy reports?	Yes, there are monthly reports.	Reports are provided on payment accuracy (active cases), negative case error rate, and application timeliness processing.

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27.	LIEAP printout (from OLV) is in the record, but C/S no utility expenses on SR form. Will QC include the SUA or no deduction?	QC will allow the SUA.	FNSU is eligible for the SUA due to receipt of LIEAP within the last 12 months at the current residence.
28.	Application is denied for failure to provide verification of SSI. Would QC consider this a valid negative action?	No, SSI was verified by the SDX.	See Income chart in Section 263.02.
29.	QC finds a child support order for \$200, but no support was received by the client. Would QC count \$200 in the budget?	No, QC would not count the child support order amount.	In this case, the AP was ordered to pay, but the client had not received support in several months.
30.	QC finds that the ineligible alien pays the household s shelter expenses. Will QC count all or a prorated share of the shelter expense?	QC will prorate the shelter expense.	See Section 280.13.
31.	Client applies for FNS. The application is denied for failure to provide verification of shelter expenses. Would QC consider this a valid negative action?	No, this is not a valid negative action.	Application should be processed without verification of the deductions.
32.	Client applies for FNS and qualifies for expedite FNS. Do you have 7 days to process the application?	No, the FNSU must receive FNS within 7 days.	See Section 320.
33.	Client applies for FNS. The application is denied because the client does not provide verification of wages by the 30 th day. Would QC consider this a valid negative action?	Yes, this is a valid negative action.	This is a mandatory verification.
34.	If the difference between QC findings and the allotment amount received is less than or equal to _____, it is considered a correct case.	\$25	
35.	Client reports at application that she applied for UIB, but has no income at this time. QC finds that the client s UIB was approved, but the client did not report it. Would QC consider this an agency or client error?	Client error	This is a standard reporting case; therefore, the client is required to report a new source of income. The Review for Change field may be used to flag the case for a possible change.

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36.	At application, the client reports that her 18-year-old son is in school. She does not report which school and the worker does not ask. QC finds that he is a full time college student and is ineligible. Would QC consider this an agency or client error?	Agency error	The client reported information that the worker failed to follow up on. QC would consider the cause of this error to be the worker s failure to follow up on reported information.
37.	FNSU reports that its only utility expense is the telephone. OLV shows receipt of LIEAP within 12 months at current address. Do you allow the SUA or the TUA?	You must allow the SUA.	If the FNSU received a LIEAP check at the current residence within the past 12 months, they qualify for the SUA.
38.	Client applies for assistance on 4/02/08 and has wages. The worker issues a DSS-8650 requesting verification of base period wages. The worker will be out of the office on May 2 nd (the 30 th day); therefore, she denies the application on May 1 for failure to provide verification. Is this a valid closure? Explain your answer.	No. It was denied prior to the 30 th day.	Applications cannot be denied for failure to provide verification prior to the 30 th day. There are now edits in FNSIS to prevent this from happening. This also applies to late recerts.
39.	Client applies for recertification on 4/18/08. She fails to provide wage verification; therefore, the application for recertification is denied on May 18 th . Is this a valid closure? Explain your answer.	Yes. It was not denied prior to the 30 th day.	Refer to Section 280.14 of the FNS manual.
40.	Client reports at application that her only resource is a non-interest bearing checking account with a balance of \$100. This is not questionable. The worker issued a DSS-8650 requesting verification of the bank account. Is this a valid denial?	No. The bank account is not questionable.	Refer to Section 263.02 of the FNS manual. If interest income is \$10 or less per month or \$120 or less per year, the client s written statement is acceptable, unless questionable.
41.	Client recertifies for FNS on April 16th, can you deny the application for recertification on April 30th for failure to provide verification?	No, this is an untimely recert.	Untimely recerts cannot be denied prior to the 30 th day for failure to provide verification. See FNS manual section 450.23 B.

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42.	Client reports to her worker that she is moving to Georgia. The worker closes the SNAP case. Is this a valid closure?	Yes, this is a valid SNAP closure.	Refer to Section 600.08. If an <u>individual</u> reports a change that affects the SNAP benefit amount or eligibility, react to the reported change within 10 calendar days.
43.	An individual reports to the county that her mother's SSI benefits ended. The worker closes the SNAP case. Is this a valid closure?	No, this is not a valid SNAP closure.	Refer to Section 600.08. Do not react to changes reported by a third party. The worker must wait for the case to appear on the SNAP Report (SNAP Cases Requiring Action or Closure By County).
44.	School Attendance Name at least 3 items that must be documented in a case record.	<ol style="list-style-type: none"> 1. Student status (i.e. part time, full time, etc.); 2. Name of institution; 3. Reference to financial assistance (i.e. types, amounts, etc.); 4. Time frame (i.e. Fall semester); 5. Reason for eligibility / ineligibility. 	Refer to Section 230 of the FNS Manual.
45.	Citizenship & Non-Citizenship Status Name at least 2 items that must be documented or included in a case record.	<ol style="list-style-type: none"> 1. Immigration status (legal, illegal); 2. Copies of applicable documents; 3. SAVE documentation; 4. Qualified status (full documentation as to whether or not an individual is a qualified alien); 5. Alien Supplemental Worksheet DSS 8239. 	Refer to Section 225 of the FNS Manual.
46.	Residency Case record documentation must include what 2 items?	<ol style="list-style-type: none"> 1. Place of residency (This includes documentation that the household is homeless if so indicated.); 2. Source of verification of residency. 	Refer to Section 215.02 of the FNS Manual.
47.	Household Composition Name 2 sources that can be used to meet QC's verification requirement.	<ol style="list-style-type: none"> 1. Statement from a non-relative (who doesn't reside in the home); 2. Statement from the landlord; 3. Lease agreement. 	Refer to Section 210 of the FNS Manual.

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48.	Work Registration / Work Requirement Disqualification QC reviews the case record to see if what documents and documentation are there? Name at least 2.	<ol style="list-style-type: none"> 1. Reason for the disqualification; 2. Evaluation of the disqualification at each application / recertification (for possible cures / work requirement exemptions); 3. ESC forms (NCSES 2624 and 2625); 4. DSS-8642, Explanation of Disqualification. 	Refer to Sections 240 & 241 of the FNS Manual.
49.	Earned Income Name 4 things QC looks for in the case record when reviewing earned income.	<ol style="list-style-type: none"> 1. Employer s name and contact information (address & phone number); 2. Frequency of pay (monthly, every two weeks, weekly, etc.); 3. Pay day (day of the week pay is received); 4. Pay rate and number of hours worked; 5. Calculation of projected income; 6. Verification source; 7. Reason for not using base period income, when applicable. Indicating not representative is not enough must indicate why the base period wages are not representative (i.e. reduction in hours, includes holiday pay, etc.). 	Refer to Sections 263, 268, 270 & 285 of the FNS Manual.

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50.	Day Care Name 3 items that QC looks for when reviewing a case record for day care.	<ol style="list-style-type: none"> 1. Reason care is needed (to work, attend training, etc.); 2. Person s name for which care is provided; 3. Provider s Information (name, address, phone number, etc.); 4. Frequency of pay (including the day of the week payments are made); 5. Whether or not daycare assistance is received from DSS (if so, indicate the amount). 	Refer to Sections 280.04 of the FNS Manual.
51.	Unearned Income Name 4 things QC looks for in the case record when reviewing unearned income.	<ol style="list-style-type: none"> 1. Benefit amount; 2. Frequency of receipt; 3. Source of verification; 4. Show calculations, if applicable; 5. Reason for not using base period income, when applicable. Indicating not representative is not enough must indicate why the base period income is not representative (i.e. absent parent out of work, income suspended, etc.). 	Refer to Sections 263, 268, 270 & 285 of the FNS Manual.
52.	Deductions What 3 items is QC looking for when reviewing deductions?	<ol style="list-style-type: none"> 1. Type of expense; 2. Payment recipient; 3. Frequency of payments (including payment days i.e. paid on Fridays); 4. Show calculations; 5. Reason for not using base period expense, when applicable. Indicating not representative is not enough must indicate why the base period expense is not representative (i.e. new child support order, changed daycare provider, etc.). 	Refer to Section 280 of the FNS Manual.